Retail Store Management System

Computer Lab Training Session

Virginia Department of Health
Division of WIC and Community Nutrition Services

September, 2004

RSMS COMPUTER LAB TRAINING

TABLE OF CONTENTS

1.0 GENERAL INFORMATION

1.1 RSMS Overview

The Retail Store Management System (RSMS) is an internet-based application that allows new store applicants and authorized stores to apply for WIC Program authorization. RSMS is available to external user's twenty-four hours and seven days a week. Additionally, RSMS provides a forum for authorized stores to periodically submit food and formula pricing data. This updated pricing data is transmitted monthly to the WICNet System using the most current pricing data allows the State office to monitor and analyze price changes and trends that effects store reimbursement levels and other business functions.

This application captures and displays (for authorized stores) data that is immediately available to the WICNet system specifically:

a. Corporate OR Owner Information web page – For both new applicant and authorized stores.
b. Address Information web page – Captures the store's ADDRESS (physical and mailing) information.

c. Phones Information web page – Captures the store's PHONE and facsimile numbers.

d. Contacts Information web page - Captures information about PRIMARY and SECONDARY CONTACT(S) if applicable.

e. Hours of Operations web page – Captures the applicant's/authorized store's BUSINESS HOURS.

f. Store Prices web page – Captures food and formula PRICE SURVEY information for required and authorized food items.

g. (Corporate stores only): Identify Price Scheduling Template AND Operating Schedule Template – Identifies templates and applies the information to one or multiple stores within the selected locations. Captures information regarding INDIVIDUAL STORES within a PEER GROUP framework.

1.2 Credits & References

Material contained in this publication has been revised and edited for the purpose of training. The authors retain all rights and credits of their material. Users may use the material for educational purposes under fair use guidelines. Such users may distribute material for local use under the condition that they do not modify the documents in any way without the permission of the author(s). The training manual or its material **MAY NOT be posted on another Internet server** without the express written permission of the author(s).

- Retail Store Management System Training Manual 1st edition: *Abu Ahmend, Raj Kocherlakota and Ram Gogineni*
- Retail Store Management System Computer Lab Training: *Ephraim Ewing*
- Implement Paperless Data Exchange – Retail Store Application & Compliance Investigation Reporting Processes, Operational Adjustment Grant; *Sheila Brewer*
- Information Systems Security Policy Directives: *Office of Information Management, Virginia Department of Health*

1.3 Authorized Use Permission

1.3.1 Security & Access

The Retail Store Management System is the property of the Virginia Department of Health. All users are subject to the laws, rules and regulations of the Commonwealth of Virginia and the Department of Health Information Systems Security Access Agreement. By accessing or logging into the Retail Store Management System the user gives consent to the monitoring of their activities. If such monitoring reveals possible evidence of unauthorized or criminal activity it may be provided to administrative or law enforcement officials for disciplinary action and/or prosecution. Whoever knowingly accesses a computer without authorization or having knowingly access a computer with authorization, ... obtains, uses, modifies, destroys, or disclose ..., or prevents authorized use of data or computer owned by or operated for the Government of the United States...shall be punished by a fine...or..., imprisonment. **Users are not permitted to share passwords except for screen savers and then only when management documents in writing that it is necessary to share**

The Virginia Department of Health shall have no liability to you for any damage or other loss, direct or consequential, which you may incur by reason of your use of your computer system. The Department will use commercially reasonable methods to prevent any viruses, worms, trojan horses, or other similar harmful components (collectively, referred to as "Viruses") from entering the Retail Store Management System. The Department cannot guarantee absolute protection from such Viruses to any user accessing RSMS using the internet and will not be responsible or liable for any indirect, incidental, special or consequential damages that may result from using the internet. **Users must ensure that Virus Protection is implemented on all laptops/desktops**.

1.3.2 User Logon Request Process

The objective of this section is to outline a process on how User Logon Requests will be handled within VDH for the RSMS application. A number of documents may be required within this process such as the "RSMS Corporate Retail Stores and Internal Users Logon Request Form", the "VDH Information Systems Access and confidentiality of records agreement".

> **Step 1**. The corporate contact completes the required documentation and submits completed forms to the Vendor Manager, Division of WIC and Community Nutrition Services.
>
> **Step 2.** The Vendor Manager and/or her designee will confirm that the form is complete and select the appropriate RSMS Security role of the user based upon his/her job function/title.
>
> **Step 3.** The Vendor Manager and/or her designee will review the documentation and authorize/deny the request.
>
> **Step 4.** If the request for RSMS access is approved, then the Vendor Manager and/or her designee will setup the RSMS security UserID and mail the password notification letter to the corporate contact.
>
> **Step 5.** If the request for RSMS access is denied, then the Vendor Manager and/or her designee will contact the corporate contact by email and notify them of the denial and the reason for this decision.
>
> **Step 6**. The WIC Security Officer will perform an audit of the security procedures being used by the Vendor Manager at least once every six months.

Virginia Department of Health (VDH)
Retail Store Management System (RSMS)
Corporate Retail Stores and Internal Users Logon Request Form

Corporate Retail Store ☐	**VDH/Internal User:** ☐
Corporation Name:	
WICNet Corporate Code:	

NAME: Last _____ First_____ Middle ___
(print)

Title: _____ Phone#:(_____)_____

Fax#:(_____)_____ **Email:**_____
(print)

ROLE/JOB FUNCTION *(leave blank to be completed by WIC Program)*	
☐ Corporate Retail Store User	☐ DWCNS Support Staff
☐ Vendor Liaison/Field Staff	☐ Management
☐ Administrative/Technical Support	☐ Other

The user covered by this acknowledgement agrees to keep access information such as logon-id and password to the Retail Store Management System (RSMS) confidential. Failure to comply with this requirement may lead to the user being denied on-going access to RSMS. Additionally, I agree to report within 48 hours to the WIC Program (Vendor Manager and/or her designee) if my employment status or job duties changes and I no longer require access to RSMS.

SIGNATURES:

Employee:_____ Date: _____

Corporation Contact: _____ Date:_____

Note: A separate User Logon Request form must be completed for each person that will be authorized to use RSMS.

State Use only

User ID: _____Date Password Mailed to Corporate Contact: _____

Virginia WIC Program:_____ Date: _____

RSMS user logon request form

Commonwealth of Virginia
Department of Health

Information Systems Security Access Agreement

As a user of the Department of Health (VDH) information systems, I understand and agree to abide by VDH Security Policy and the following terms which govern my access to and use of the information and computer services of VDH.

Access has been granted to me by VDH as a necessary privilege in order to perform my authorized job functions for VDH. Passwords and logon IDs should not be shared. I am prohibited from using or knowingly permitting use of any assigned or entrusted access control mechanisms (such as Logon IDs, passwords, terminal IDs or file protection) for any purposes other than those required to perform my authorized employment functions. I agree to change passwords immediately if they are compromised. I will not incorporate passwords into any sign on software.

If, due to my authorized job functions, I require access to information on VDH information systems which is not owned by my division, I must obtain authorized access to that information from the information owner and present access documentation to Data Administration (Office of Information Management).

I will not disclose any confidential, restricted or sensitive data to unauthorized persons. I will not disclose information concerning any access control mechanism of which I have knowledge unless properly authorized to do so, and I will not use access mechanisms which have not been expressly assigned to me. I will not use VDH systems for commercial or partisan political purposes, such as using electronic mail to circulate advertising for products or for political candidates or issues.

Having read the information contained within the VDH Security Awareness Web site and corresponding sections on personal Computer (PC) Use, Computer Access Security, and Data Security in the VDH Information Technology Resources Policy and Procedures Manual, I Certify that I have received Computer Security Awareness Training and understand my security Responsibilities as a user of the Department of Health (VDH) information Systems.

I agree to abide by all applicable Federal, Commonwealth of Virginia, and VDH agency policies, procedures and standards which relate to the security of VDH information systems and the data contained therein.

If I observe incidents of non-compliance with the terms of this agreement, I am responsible for reporting them to the information Security Officer and management of VDH.

I give consent to the monitoring of my activities on VDH information systems, and other systems accessed through VDH systems.

By signing this agreement, I hereby certify that I understand the preceding terms and provisions and that I accept the responsibility of adhering to the same. I further acknowledge that any infractions of this agreement will result in disciplinary action according to the State Employee Rules of Conduct, including but not limited to the termination of my access privileges.

_____   _____

Employee/Consultant Name (Print)   Date of Signature

_____   _____

Employee/Consultant Signature   Division/Company Name

1.4   Points of Contact

1.4.1 User Assistance

If you have any questions that relate to RSMS operation and/or WIC procedures, please feel free to consult your assigned WIC corporate contact or vendor liaison. Below is a list of the assigned staff that should be contacted first.

Name	Telephone	E-Mail Address
Freda Bolling	(804) 864-7814	Freda.Bolling@vdh.virginia.gov
Gregory Chappell	(540) 857-6522	Gregory.Chappell@vdh.virginia.gov
Ephraim Ewing	(804) 864-7813	Ephraim.Ewing@vdh.virginia.gov
June Thompson	(540) 338-3679	June.Thompson@vdh.virginia.gov
Dennis Woodard	(804) 864-7811	Dennis.Woodard@vdh.virginia.gov

1.4.2 Security Coordination

Users that require support on system access and control or specific support function (e.g., log-on password lock-out or security) please contact:

Sheila Brewer	(804) 864-7810	Sheila.Brewer@vdh.virginia.gov
Tionette Jones	(804) 864-7812	Tionette.Jones@vdh.virginia.gov

Link page to access RSMS system: **http://www.vahealth.org/wic/linkswic.htm**

1.5   User Software & Hardware

To access and navigate the RSMS system a user's computer must have the follow installed:

Required Software:

Internet Explorer 5.5 with Service Pack 1 or higher version.
        Download site: http://www.microsoft.com/windows/ie/default.mspx
Adobe Acrobat Reader 5.0 or higher version
        Download site: http://www.adobe.com/products/acrobat/readermain.html

 Recommended minimum system requirements:

200MHz Intel Pentium processor or better
128MB or more of RAM
56Kbps or better modem
65,000-color (High Color/16-bit) or better video display card
Windows 98, Windows ME, Windows NT* 4.0 with Service Pack 4, Windows2000, Windows XP
Screen Resolution 1024 x 768 pixels

2.0   RSMS CORPORATE USER

2.1   Accessing RSMS

2.1.1   Getting Started

To get to the RSMS system located on the internet open the Internet Explorer web browser. Type the RSMS URL in Internet Explorer's Address Bar and click on the word 'Go' in the menu bar.

☀   *Retail Store Management System TRAINING DATABASE URL is:*
https://wic-vweb.vdh.virginia.gov/pls/trn_open/login.main

When attempting to access the Retail Stores Management System (RSMS) the user will encounter the following security notice and warning pop-up box:
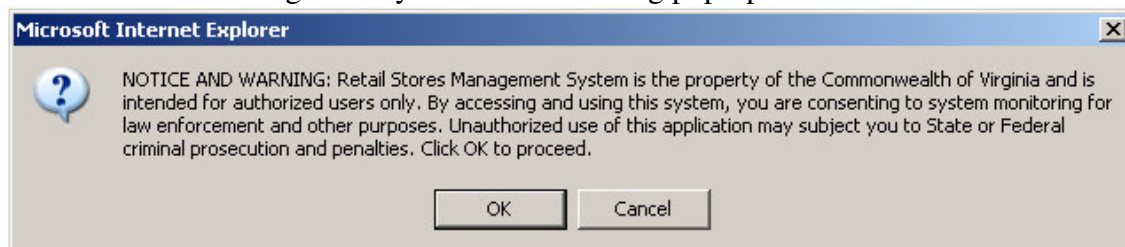
If the user selects the Cancel button they will exit RSMS system. If the user selects the OK button the RSMS User Name and Password screen will appear.

2.1.2 RSMS Login
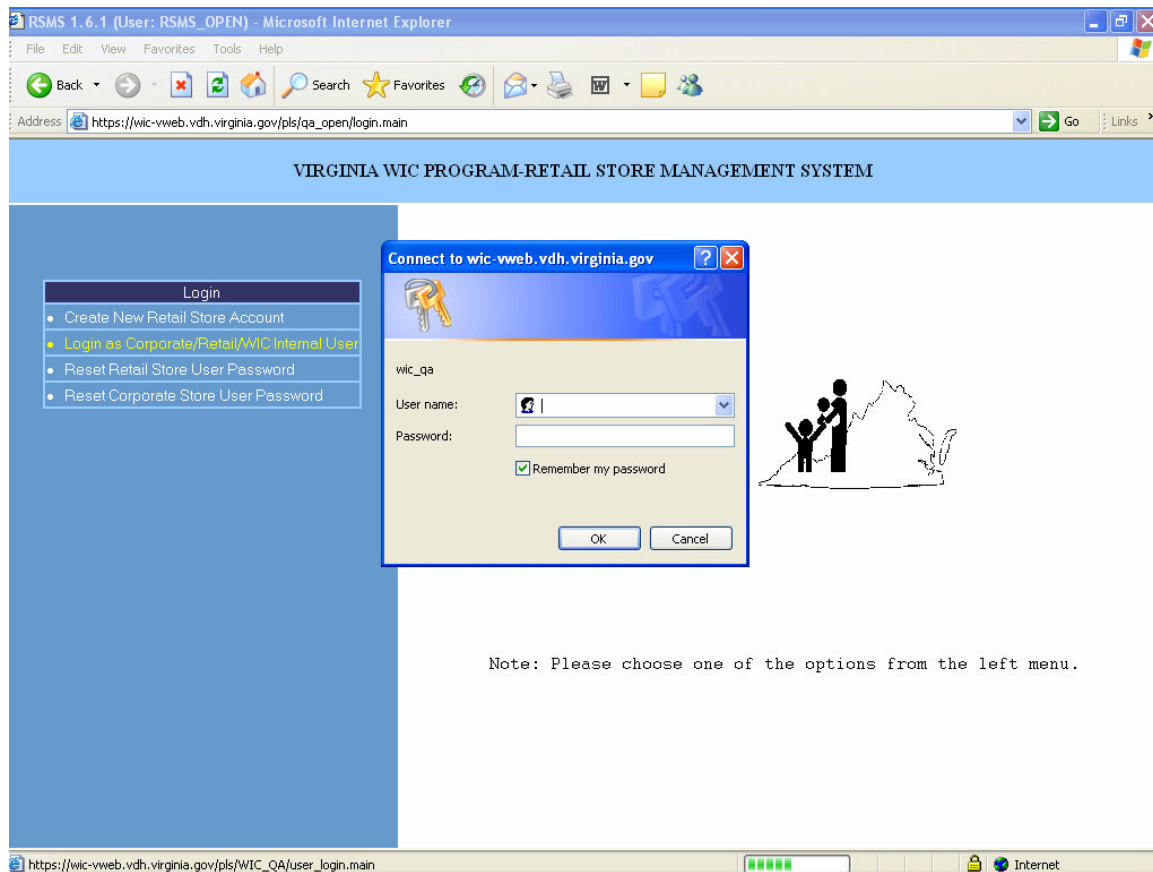
The RSMS log-on page has several options to select from to access the system.

1. Create New Retail Store Account
   - This option is ONLY for individual retail stores applying to the WIC Program that do not have a RSMS user identification or password.

2. Login as Corporate/Retail/WIC Internal User
   - This option is for corporate chain store staff that have stores authorized under the WIC Corporate Contract
   - Individual retail stores that are authorized or corporate contract applying for a store not currently authorized.
   - State office staff that are granted RSMS access.

3. Reset Retail Store User Password
   Individual retail stores can reset their password.

4. Reset Corporate Store User Password
   - WIC Corporate Contract users that wish to reset their password.

2.1.3 WIC Corporate Contract Store Login
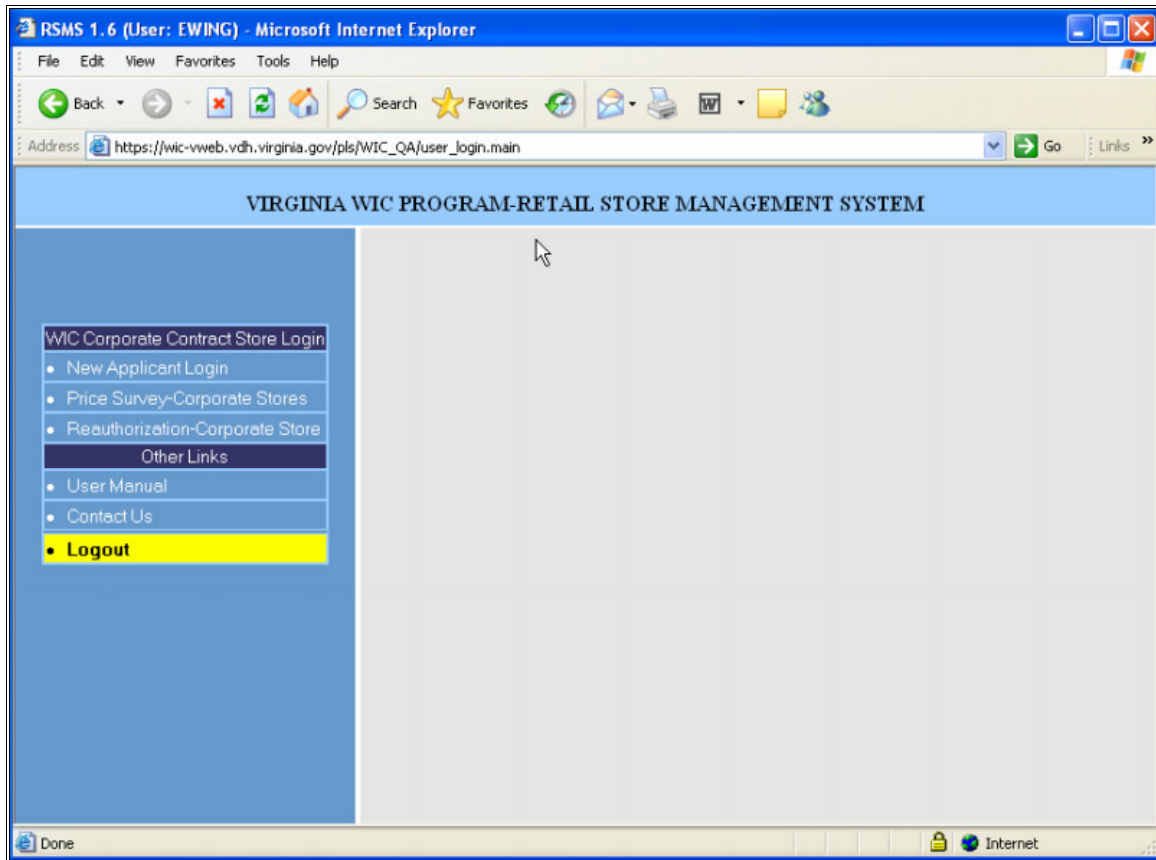
The WIC Corporate Contract log-in page has several options to select from to complete specific task within the RSMS the system.

5. New Applicant Login
    - Corporate contact can submit new applicant demographic data.

6. Price Survey-Corporate Stores
    - Food and formula pricing data can be submitted for authorized stores.

7. Reauthorization Corporate Stores
    Currently authorized stores demographic data can be submitted for contract renewal (reauthorization).

8. Other Links:
    - User Manual – On line user information for RSMS.
    - Contact Us: launches a adobe reader PDF containing the state office contacts.

2.1.4 Indicators and Buttons

The RSMS system contains indicators, links and toggle options that the user should be aware of in order to process data or request the RSMS system to perform a function.

WEB PAGE NAME: identifier which may or may not be unique to this web page (see WEB PAGE CODE below).

STORE INFORMATION HEADER: this blue header box provides confirmation of STORE NAME and a quick "snapshot" of important relevant information.

VIRGINIA WIC PROGRAM-RETAIL STORE MANAGEMENT SYSTEM

New WIC Corporate Contract Store
- Main Menu
- User Manual
- Contact Us
- Logout

Name: FOOD LION INC

STORE DETAILS

Enter values for new STORE DETAILS record

1. Type   **
2. Store Name   **
3. Food Stamp Id   **
4. No. Of Cash Reg.   **
5. Store Opened
6. Opening Date   *
7. Location   ** L

Save   Undo

RETAILER AGREEMENT   MINIMUM STOCK REQUIREMENT

HELP   RSISTR

** (double asterisks – black or red) indicate that the field is always mandatory - required.

* (a single asterisk) indicates that the field is conditionally required.

L (link) clicking on this L link at the end of an entry field will allow the user to access and select from a list of values table.

BLUE SIDEBAR MENU: contains **LINKS/BUTTONS** to other SIDEBAR MENUS, WEB PAGES

LOGOUT BUTTON (which permits users to completely sign off/exit the RSMS application).

WEB PAGE/FIELD LEVEL HELP TEXT LINK: click on this **HELP** link to access immediate on-line, field level assistance for the web page currently being viewed.

WEB PAGE CODE: unique 6-character identifier for each web page; use this code when reporting problems to the Help Desk

In some situations the user will need to click on a button or check a box to have RSMS system perform a specific task or query the database.

"CLEAR" and/or "UNDO" buttons are both used to delete the record <u>before</u> it is saved into the database, for instance, to correct errors or amend information.

"FIND" button is used to perform a search of the database.

"NEW" button should be clicked to enter a new record into the database.

"NEXT" button is a navigational button allowing the user to access the next page of a retrieved list.

"PREVIOUS" button is a navigational button allowing the user to access the previous page of a retrieved list.

"PROCEED" button is a navigational button allowing the user to continue to the next web page and/or step in a process.

"SAVE" button is used to save information into the database.

SESSION TIME-OUT VALUE
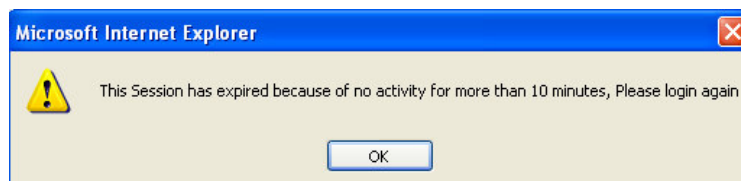
One SECURITY feature that has been incorporated into RSMS is a "SESSION TIME-OUT VALUE" of 10 minutes. If, after logging into RSMS, there is no activity and/or the browser is idle for 10 minutes or more, the user will be automatically "logged-out" of RSMS.

2.1.5 First Time Corporate Users

Log in to the RSMS system as shown in section 2.12 RSMS Login. Click on the LOGIN AS CORPORATE/RETAIL/WIC INTERNAL USER link to access the following LOGIN web page:
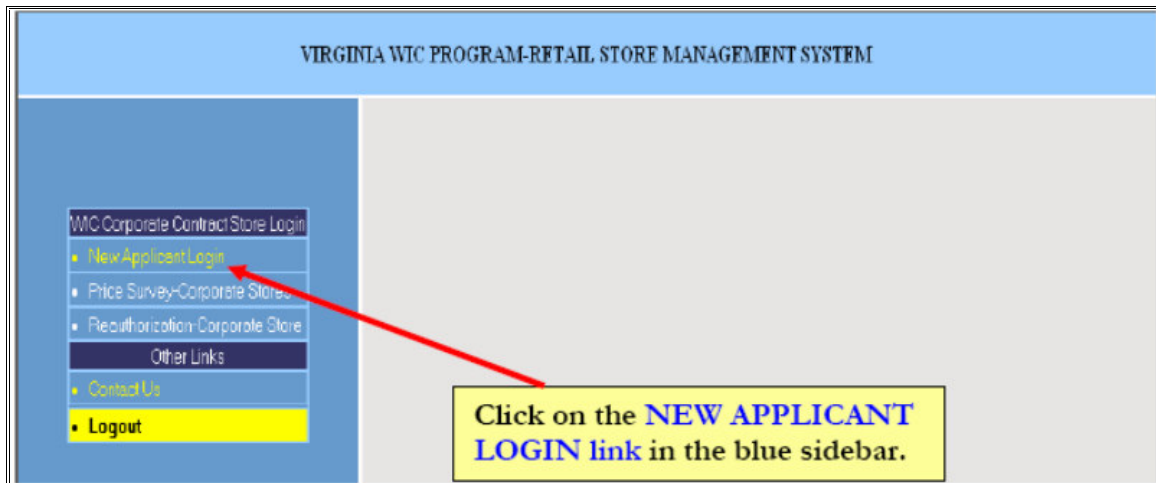
Since this is your first time accessing the system a pop-up box will display advising that you MUST change your password from the one granted to you in the letter from the Commonwealth of Virginia – Department of Health—TO one you create yourself:
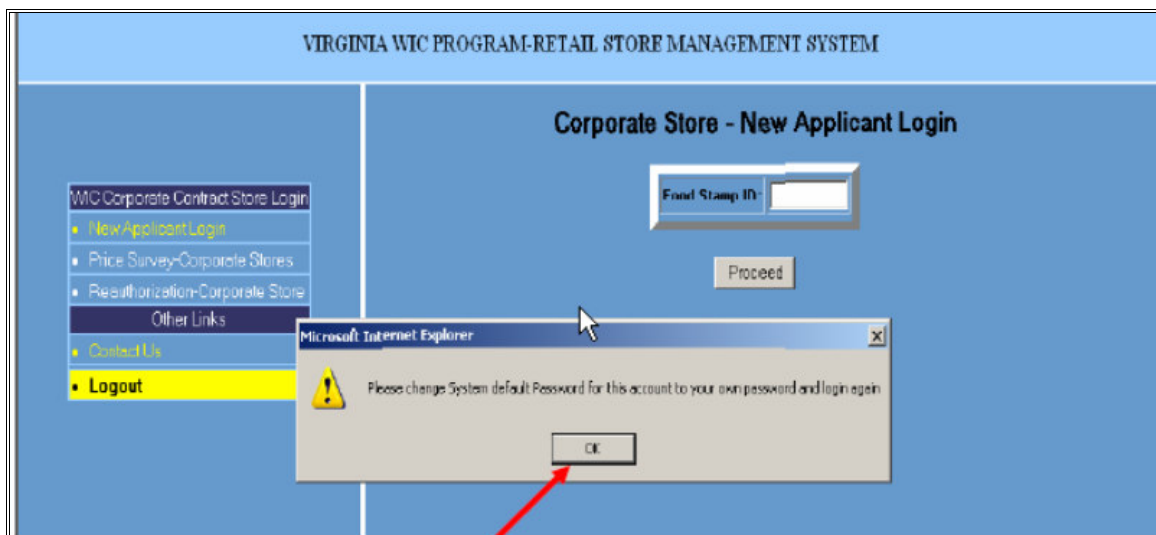
Click on the OK button will display the PASSWORD RESET UTILITY web page where the change may be made:

The Password Reset Utility web page will appear (see next page). Use this page to rest your user password.

2.1.6 Password Reset (new corporate users)

VIRGINIA WIC PROGRAM-RETAIL STORE MANAGEMENT SYSTEM

Password Reset Utility

WIC Corporate Contract Store Login
- New Applicant Login
- Price Survey-Corporate Stores
- Reauthorization-Corporate Store

Other Links
- Contact Us
- **Logout**

Change Password for

NOTE: Passwords are REQUIRED to be Minimum 6 characters and Maximum 8 characters in length. They MUST also contain a minimum of 4 alphabetic characters and 2 numerals or special characters.

New Password:

New Password - Confirm:

Submit

HELP   SEVCPW

Enter your new, personally selected PASSWORD into these fields.

Passwords are REQUIRED to be <u>a minimum of SIX (6) characters and a maximum of EIGHT (8) characters</u> in length.

They MUST <u>also</u> contain:
- a minimum of FOUR (4) ALPHABETIC characters, and
- TWO (2) NUMERALS or SPECIAL CHARACTERS, such as:
  !~^"#$%&(){}[]|".\`'*+,-/:;<=>?_

IMPORTANT WARNING: NEVER use the @ (at sign) symbol in your password as it will cause the password to fail!

Click on the SUBMIT button. A successfully changed password will result in the following web page message that confirms password changes or requires re-entering:

VIRGINIA WIC PROGRAM-RETAIL STORE MANAGEMENT SYSTEM

Your password has successfully been reset
Warning! Please accept the alert for closing the internet browser window or logoff completely and open the application again, if the Enter Password dialog, appears to be in a loop.

WIC Corporate Contract Store Login
- New Applicant Login
- Price Survey-Corporate Stores
- Reauthorization Corporate Store

Other Links
- Contact Us
- **Logout**

Microsoft Internet Explorer

The Web page you are viewing is trying to close the window.

Do you want to close this window?

Yes   No

2.1.7 Corporate Contract Store Login

The WIC Corporate Contact log-in page has several options to select from to complete specific task within the RSMS the system. Refer to page 11 "WIC Corporate User Login" for specific option detail.

2.1.8 New Applicant Login

The RSMS system allows WIC corporate users to submit new store applications to the WIC Program. SELECT NEW APPLICANT LOGIN link in the sidebar menu.

Click on the **"New Applicant Login"** link
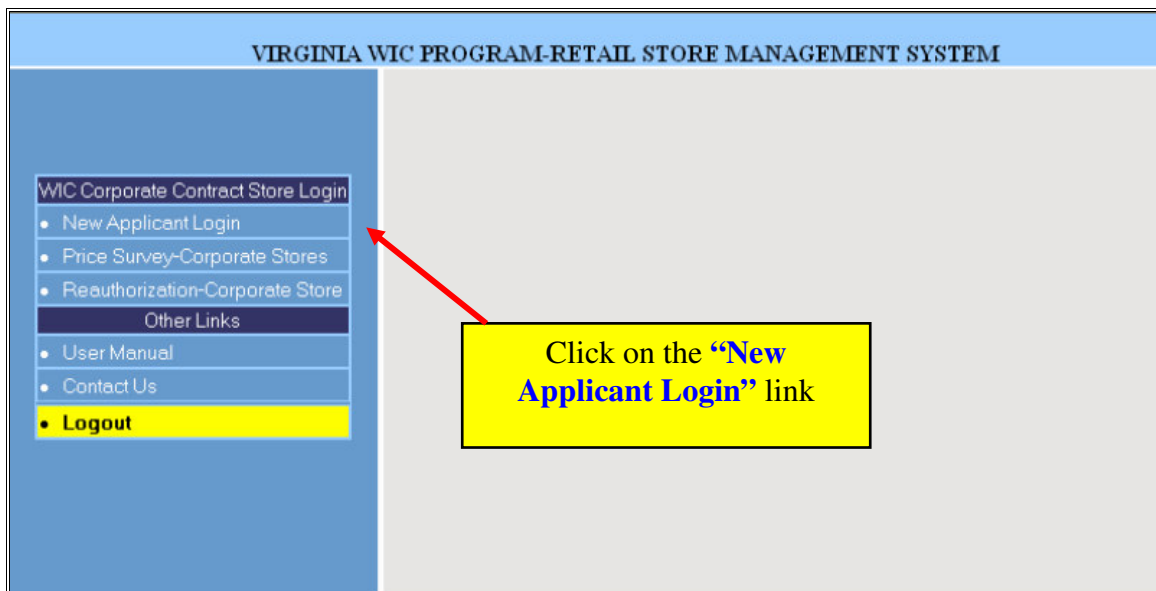
The next screen that appears is the New Applicant Login screen. To enter new applicant information the store <u>must have a Food Stamp Identification Number</u>. Enter the stores food stamp identification number

After entering the food stamp number click on the proceed button to access the next web page Store Details.

2.1.9 New WIC Corporate Contract Store

The "Store Details" page allows corporate users to submit detail store information that is required for corporate contract applicant stores.

This completes the Access RSMS section. Users have covered how to log in to RSMS, first time user password reset and locating the WIC Corporate Contract Store Login web page.
The WIC Corporate Contract Store Login web page will be your primary web page for performing task in the RSMS system.

3.0   Enter a New Applicant

3.1.1   Store Details

Starting from the RSMS login (section 2.1.2) access the Corporate/Retail/Wic Internal User link, then select the WIC Corporate Contract Store Login web page link.
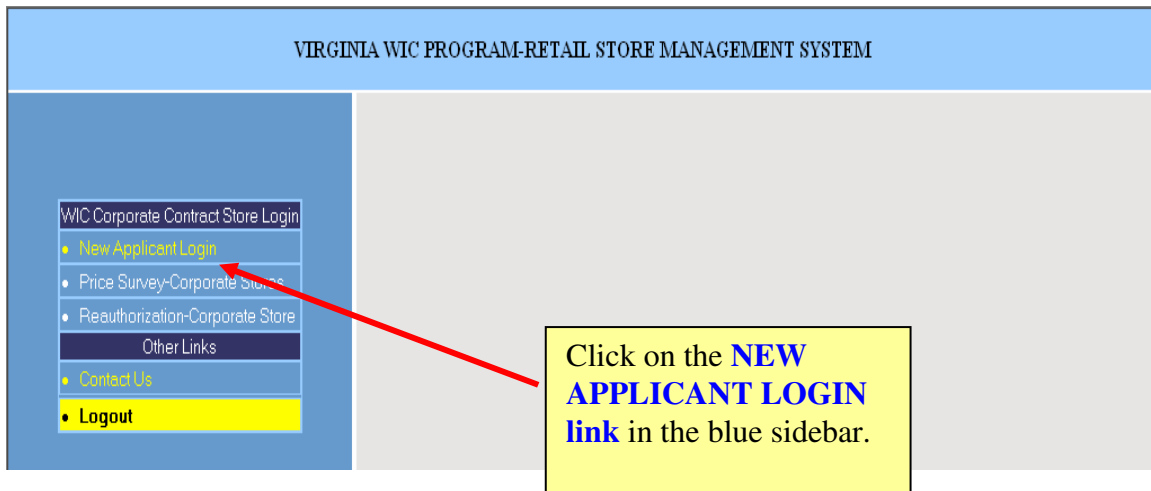
Select the New Applicant Login link. Type the applicant stores **FOOD STAMP ID** into the field on the Corporate Store – New Applicant Login web page.

Click on the PROCEED button which will retrieve the STORE DETAILS web page:

Enter the new applicant information into each field of the STORE DETAILS web page. Be sure to pay particular attention to the "YES" and "NO" questions.

STORE DETAILS

Enter values for new STORE DETAILS record

1. Type — FOOD STORE
2. Store Name
3. Food Stamp Id — 1231231
4. No. Of Cash Reg.
5. Store Opened — NO
6. Opening Date
7. Location — L
8. Is Manager related to any person employed by USDA, VA WIC program or any Local WIC Agency ?
9. Has the Manager been convicted of a Federal, State or Local Tax violation in the past 3 years?
10. Has the Manager been convicted of a felony in the past 3 years?
11. Has the Manager been Suspended, Disqualified or given a Civil Monetary Penalty (CMP) by WIC in the past 3 years?
11a. If Yes, give Details
12. Has the Manager been Suspended, Disqualified or given a Civil Monetary Penalty (CMP) by the Food Stamp in the past 3 years?
12a. If Yes, give Details
13. I have read and accept the Program's Minimum Stocking Requirement
14. I have read and Accept the terms of Retailer Agreement

[Save] [Undo]

[RETAILER AGREEMENT] [MINIMUM STOCK REQUIREMENT]

HELP   RSISTR

> **NO SLOTS AVAILABLE**
>
> Once you click "SAVE" after completing the Store Details web page a message may appear that
>
> **NO SLOTS AVAILABLE FOR THIS LOCATION**
>
> RSMS will allow the user to continue with Store Details and not allow you to submit STORE PRICES.
>
> **Review section DENIED APPLICANT 6.1.1**

Question #13 and question #14 ask if you have read and accepted the "Minimum Stocking Requirements" and "Retailer Agreement". To read these documents the user's computer must have Adobe Acrobat Reader software installed.

Click the MINIMUM STOCK REQUIREMENT button to comply with question #13.

13. I have read and accept the Program's Minimum Stocking Requirement
14. I have read and Accept the terms of Retailer Agreement

[Save] [Undo]

[RETAILER AGREEMENT] [MINIMUM STOCK REQUIREMENT]

HELP   RSISTR

Click the RETAILER AGREEMENT button to comply with question #14.

Click on the SAVE button to save STORE DETAIL information into RSMS system. Once you have saved the new applicant store detail information into RSMS system the web page subtitle will change to read "Store Information" and the left sidebar menu titles and links will change. We will use these links to provide additional store information.

The user must complete each sidebar menu option and save each web page before submitting the application.

Click the STORE ADDRESS link. Press on the NEW button, to retrieve a blank address information web page.

Insert the store's PHYSICAL ADDRESS and click on the SAVE button.

If a MAILING ADDRESS exists, click on the NEW button again to enter it into the database. Use the down arrow in the ADDRESS TYPE field to select

MAILING ADDRESS from the list of values.

Click on the PHONES link. Press on the NEW button to retrieve a blank PHONES web page where various types of phone records may be entered and saved.

PHONES

Type Area Code Phone # Ext

No Records returned

[Save] [Undo] [New]

Select from the type pull down list (Phone/Mobile/Fax) and enter the numbers.

Click on the SAVE button to enter the number(s) into the RSMS database.

One Telephone record must be entered in order to complete the application.

PHONES

Type	Area Code	Phone #	Ext	Insert?
PHONE				Undo
FAX				Undo
MOBILE				Undo
PHONE				

[Save]
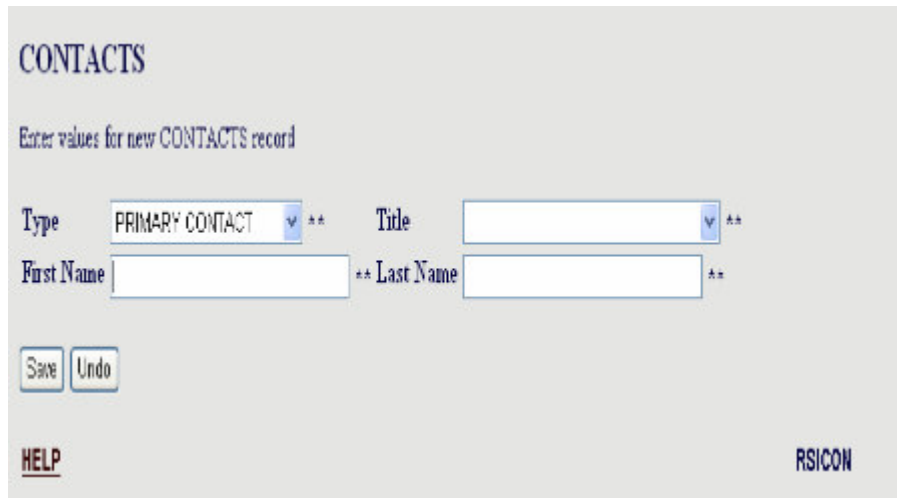
Click on the STORE CONTACTS link. Press on the ADD NEW CONTACT button to access the CONTACTS web page where users may enter CONTACTS for the store.

CONTACTS

No Records returned

[Add New Contact]

HELP   RSLCON

Store Contacts

The RSMS application permits ONLY one PRIMARY and one SECONDARY CONTACT to be entered. A PRIMARY CONTACT record must be entered to complete the application.
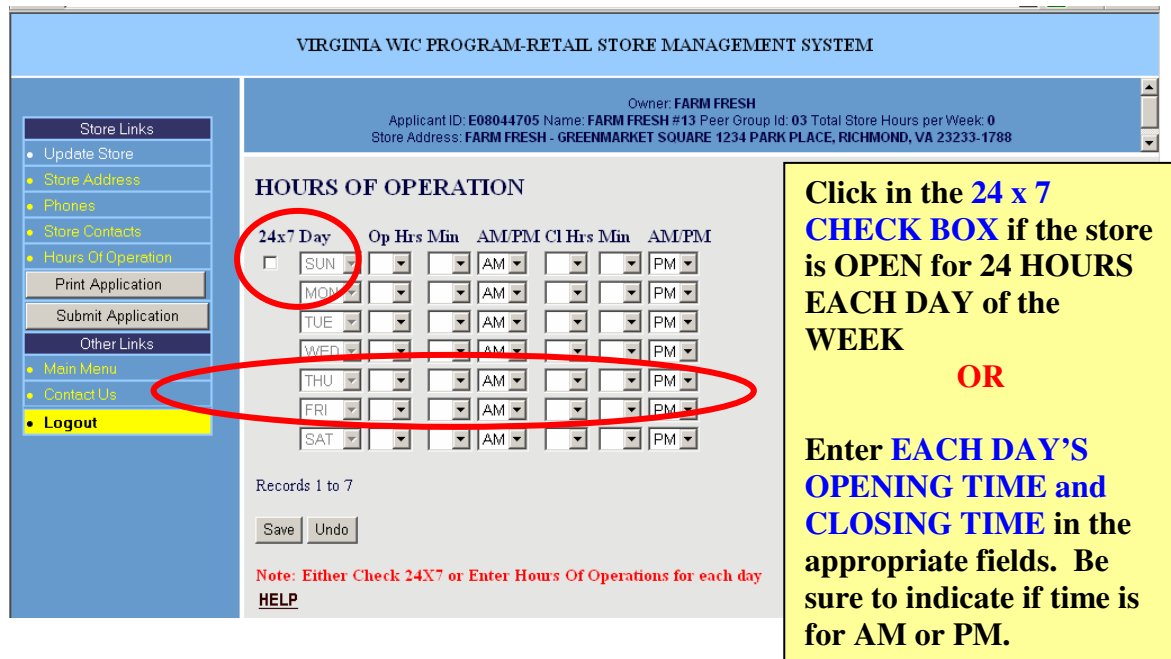
Enter the store's PRIMARY CONTACT information and click on the SAVE button.

If a secondary contact exists, click on the ADD NEW CONTACT button again to enter the individual into the database. Use the down arrow in the TYPE field to select SECONDARY CONTACT from the list of values. Insert the individual's information and click on the SAVE button.

Click on the HOURS OF OPERATION link to retrieve the HOURS OF OPERATION web page: Enter the stores hours of operation and click on the SAVE button.

The total store hours per week will now display in the STORE INFORMATION HEADER. It is **critical** that users check to **verify** that this number is **correct**.

3.1.2 Store Prices

When you save the hours of operation, the blue sidebar adds the STORE PRICES link.

Click on the STORE PRICES link to retrieve the split-screen Price Survey web page.

Click in a specific radio button in the PRICE SURVEY BY FOOD CATEGORY web page menu box to enter prices for all of the items in that category. Clicking the radio button will generate the food web page. Stores are required to enter prices for ALL of the items for sell at the store.

The ** Double asterisks next to foods indicates a mandatory –required entry.

Enter the food prices into the fields on the web page that your company sells. Some food items are listed below the screen, use the vertical scroll bar located on the right side to see the other foods listed in this category.

RED DOUBLE ASTERISKS (**) next to a food item's description indicates that this particular food is a REQUIRED ITEM and a price is mandatory and must be entered. After entering all of your food prices click on the SAVE button.

After entering the FOOD PRICES in a specific category, go back to the PRICE SURVEY BY FOOD CATEGORY sidebar menu and select the appropriate radio button for the remaining category. Enter all of the prices for the items in each category. Click on the SAVE button each time your complete a category.

To view and/or print a copy of the PRICE SURVEY. Click on the PRINT PRICE SURVEY button in the Price Survey by Food Category SIDEBAR

Click on the CLOSE button to return to the PRICE SURVEY web pages.

If you have reviewed all your prices and do not have any corrections click on the CONFIRM – ALL PRICES button to VERIFY all entered prices in the RSMS database. This will generate the pop-up box to confirm the process. Click the OK button to acknowledge you have confirmed the prices.

The pop-up box message will confirm the prices entered have been saved.
Click the OK button.
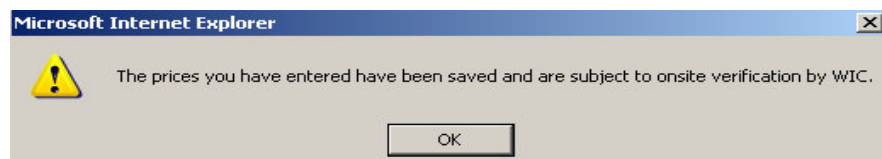
Select the PRINT APPLICATION BUTTON in the sidebar menu. This will generate a print copy of the application to be submitted.

The Final step for new applicants is to submit the application. Click the SUBMIT APPLICATION link in the blue sidebar menu.
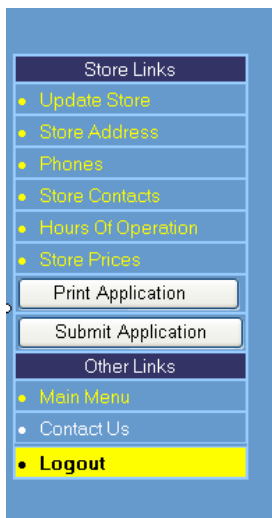
This will display the CONFIRMATION MESSAGE: with options to submit the application by selecting OK or return to application if you are not ready to submit by selecting CANCEL.
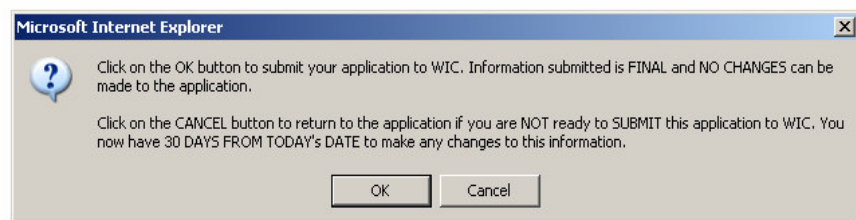
This completes the steps required for a new applicant using the NEW WIC CORPORATE CONTRACT STORE application process.

4.0   Price Survey

4.1.1   Price Survey for Corporate Stores

Starting from the RSMS login (section 2.1.2) access the Corporate/Retail/Wic Internal User link, then access the WIC Corporate Contract Store Login web page:
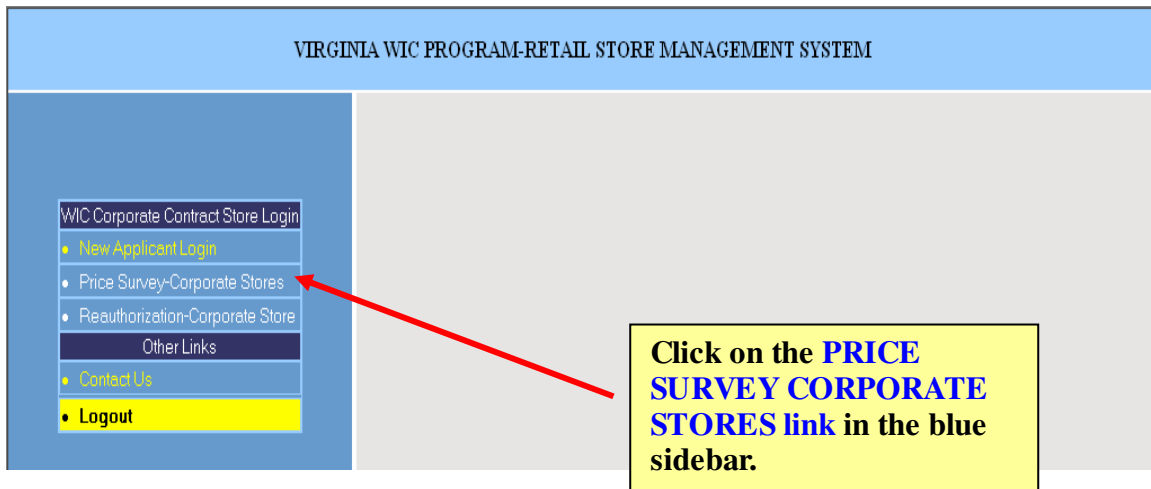
Click on the PRICE SURVEY – CORPORATE STORES link. This will provide a NEW set of links in the sidebar menu PRICE SURVEY COPORATE STORES.

The PRICE SCHEDULING TEMPLATE HISTORY web page allows users to view and/or print a copy of stores that are used as templates.

The PRICE SURVEY web page allows user to submit prices for an authorized store or for multiple stores. Select the PRICE SURVEY link in the sidebar menu.

The Store Locations page is used to select geographic area(s) were stores are located.

The user can select a specific location name(s) by clicking in the check box adjacent to their name – or –   click in the check/uncheck all check box to indicate that all visible location names are to be selected as corporate store locations.

After selecting locations click on the CONTINUE PRICE SCHEDULING TEMPLATE button to continue to the IDENTIY PRICE SHEDULING TEMPLE web page.

The IDENTIFY PRICE SCHEDULING TEMPLATE web page is where users may identify and select which stores will be designated as a Price Scheduling Template.

Select a single store or number of stores to be designated as a Price Scheduling Template by clicking in the SELECT STORE check box.

Click on the CONTINUE OR SAVE THE SELECTED STORES AS PRICE SCHEDULING TEMPLATES button after making your selection(s).

The PRICE SCHEDULING TEMPLATE STORES web page is used to allow users to review and select only ONE store which will be designated as the PRICE SCHEDULING TEMPLATE. Choose which store is to be the PRICE SCHEDULING TEMPLATE by clicking in the radio button adjacent to the actual store name seen above.

Click on the VIEW/UPDATE PRICE SHEDULING TEMPLE button to update the temple stores prices.

The Price Survey Food Category web page will appear. Complete the Price Survey as described in section 3.1.2 STORE PRICES.

Clicking in the RADIO BUTTON adjacent to the actual STORE NAME will also generate a list of stores to assign the price survey temple.

Click on the CHECK BOX in List of Stores to select the stores for the price survey temple or click on the CHECK BOX next to CHECK/UNCHECK ALL for all stores. Click on the APPLY PRICE SCHEDULING TEMPLATE button this will APPLY and SAVE the template to the store(s) selected with a check mark into the RSMS database.

Take a moment to review <u>some</u> of the fields on the LIST OF STORES web page below:

<u>SELECT STORE (CHECK BOX):</u>
Click in a box to either INSERT or DELETE a check mark indicating that this store should be SAVED as a PRICE SCHEDULING TEMPLATE STORE.

When "SURVEY COMPLETE" displays in the Select Store column, it indicates that (1) a PRICE SCHEDULING TEMPLATE may NOT be created for this store since one already exists and (2) That PRICES may ONLY be modified.

<u>STORE NAME (and LINK):</u>
Displays the name of the specific store to which the ONE SELECTED PRICE SCHEDULING TEMPLATE may be applied.

Clicking on the actual STORE NAME LINK in the List of Stores web page will retrieve a copy of the STORE PRICES (MOST RECENT SURVEY) REPORT.

This completes the Price Survey Multi-Store section.

5.0   No Slots Available

5.1.1   Reset Corporate Store User Password

The RSMS system is designed to calculate and notify the new applicant user when no slots are available in a specific location.
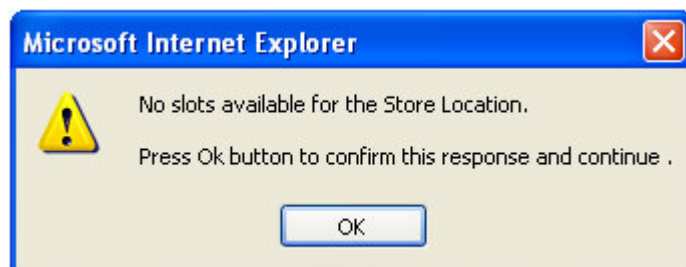

When you complete the Store Detail web page and clicking the save button. If no slots are available for the new applicants specific location a message will appear.

NO SLOTS AVAILABLE FOR THE STORE LOCATION

Click the OK button to confirm you have read the response.

Continue with the applicant process per section 3.1.1 Entering a New Applicant.

After entering all the required information for each of the Store Links menu items, Click on PRINT APPLICATION button.

Print and review all the information on the printed paper copy.
Click on SUBMIT APPLICATON button. A message box will appear stating:

The application may be denied base upon the location (store's location) selected.

Click on the OK button in the message box to continue or CANCEL if the store physical location needs to be corrected.
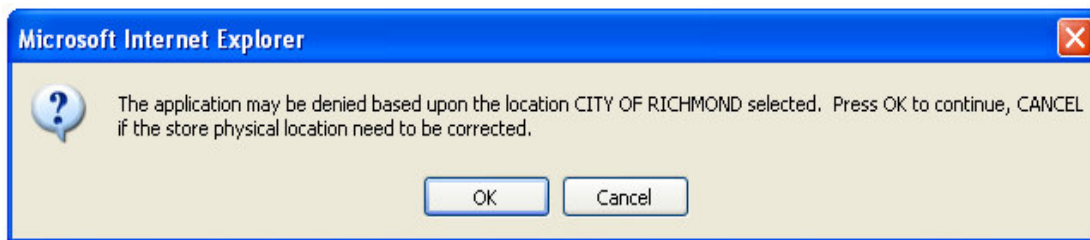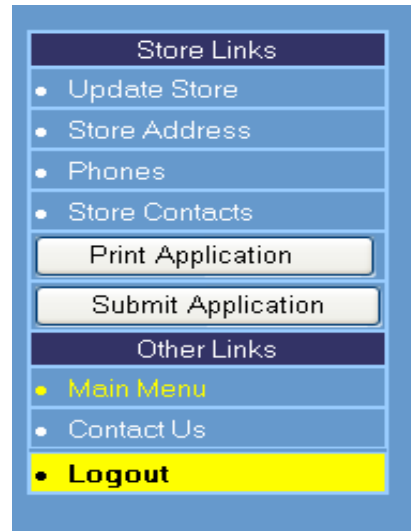
When the user selects OK on the message box a new browser window will open with the a denied letter and message box stating:

Application has been Denied. No more Changes allowed.
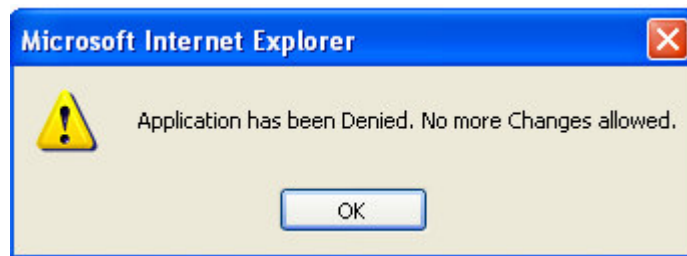
Click the OK button.

Click the Print Page button in the denied letter web page. Close the denied letter web page and logout of the RSMS system.

6.0 User Password

6.1.1 Reset Corporate Store User Password

Click on this link to retrieve the CORPORATE STORE'S - USER INFORMATION FOR RESETTING PASSWORD (RSURSP) web page:

Follow these steps to successfully enter your NEW password:

1. Enter LAST NAME.
2. Enter FIRST NAME.
3. Enter USERNAME.

REMINDER

When initially setting up the NEW USER ACCOUNT, you were advised to:

- **Write down/save the PASSWORD HINT QUESTION you selected.**
- **Write down/save the PASSWORD HINT ANSWER _EXACTLY_ as entered.**

Retrieve this information NOW before proceeding as you will NOT be able to reset your password without it!

---

4. Using the DOWN ARROW, select the same PASSWORD HINT QUESTION as entered on your original USER INFORMATION FOR CREATING NEW ACCOUNT web page.

5. Enter the PASSWORD HINT ANSWER; again, assuring that it is exactly what you originally entered on the USER INFORMATION FOR CREATING NEW ACCOUNT web page.

6. Click on the RESET PASSWORD button. A successfully changed password will result in the following pop-up box:
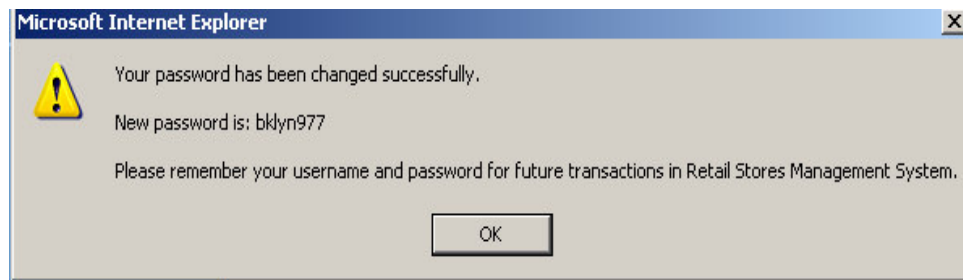
BEFORE CLICKING ON THE OK BUTTON be sure to write down/record your NEW USERNAME AND PASSWORD in a safe place for future transactions in the RSMS Application.

Users are not permitted to share passwords except for screen savers and then only when management documents in writing that it is necessary to share.

6.1.2 DEACTIVATING ACCOUNTS FOR INACTIVE USERS

The follow guidelines must be used when deactivating a user account with the Retail Store Management System (RSMS):

1. Corporate Contacts are required to report within one month to the Vendor Manager or her designee any access changes for employees authorized to use RSMS.

2. The Vendor Manager or designated backup will process all deactivation requests within 48 hours after receipt.

3. As an additional security guard WIC will have a background process within RSMS that will check for inactive users and deactivate these accounts. Inactive Users are defined as users that did not log into the application for more than one year.

4. If any of these deactivated users want to access the application again, they will need to follow the same process for setting up a new user logon.

7.0 APPENDIX A

Training and Support Assignments

WICNET Code	Corporation Name	Corporate Contact	WIC Program Primary Contact
0003	Camellia Food Stores	Jennifer Haussler	Freda Bolling
0036	Food Lion Inc.	Darry Rimmer	Dennis Woodard/ Ephraim Ewing (back-up)
0130	Farm Fresh	Monica Martin	Freda Bolling
0138	Farmers Food	Patricia Burton	Ephraim Ewing
0114	Food Country	Todd Creasey	Gregory Chappell
0005	Giant Foods of Maryland	Terri Buckler	June Thompson
0120	Giant of PA (Martins)	John Miller	June Thompson
0020	Kroger Foods, Inc.	Vivian Carter	Gregory Chappell
0137	K-VA-T (Food City)	Anne Overbay	Gregory Chappell
0128	Lowe's Food	Trisha Thomerson	Gregory Chappell
0017	Safeway	Annette Arnonld	June Thompson
0127	Shoppers Foods Warehouse	Richard Pasewark	June Thompson
0111	Super K-Mart Supercenter	Susan Mack	Freda Bolling
0116	Ukrops	Kim Barefoot	Dennis Woodard
0126	Wal-Mart Supercenter	Shelly Mather	Ephraim Ewing
0136	Winn Dixie	June Ross	Ephraim Ewing